

**Remarks**

The Office Action mailed July 28, 2005 has been carefully reviewed and the following remarks are made in consequence thereof.

Claims 1-11, 13-38, 40-75 and 79-85 are now pending in this application. Claims 1-11, 13-38, 40-75 and 79-81 stand rejected. Claims 12, 39, and 76-78 have been canceled without prejudice, waiver, or disclaimer. Claims 82-85 have been newly added. Claims 1, 19, 28, 46, 55, and 64 have been amended. No new matter has been added. A fee calculation sheet is submitted herewith for the newly added Claims 82-85.

In accordance with 37 C.F.R. 1.136(a), a two-month extension of time is submitted herewith to extend the due date of the response to the Office Action dated July 28, 2005 for the above-identified patent application from October 28, 2005 through and including December 28, 2005. In accordance with 37 C.F.R. 1.17(a)(2), authorization to charge a deposit account in the amount of \$450.00 to cover this extension of time request also is submitted herewith.

The rejection of Claims 1-11, 13-38, 40-75, and 79-81 under 35 U.S.C. § 103(a) as being unpatentable over Customer support system in view of Suliman Jr. et al. (US Patent Application Publication 2001/0053980) is respectfully traversed.

Customer support system describes a system for providing customer support related to product services and repairs. In the system, an authorized Apple service provider has trained technicians ready to troubleshoot and repair a plurality of Apple products (page 9).

Suliman Jr. et al. describe a registration system that may be linked to a plurality of service organizations that provide maintenance and repair services for consumer products (paragraph 14). Throughout the life of a product, a consumer will preferably utilize the provided repair links to service his/her registered products (paragraph 76). By way of example only, a consumer can link to a repair shop that

specializes in the particular product sought to be registered (paragraph 76). In this fashion, the consumer can schedule to bring the product in for maintenance or repair (paragraph 76). Consumers can schedule repairs and maintenance for their registered products with local service organizations at the touch of a button (paragraph 14). The registration system includes an account summary page (800) that includes a product summary field (820) in which each product registration information file is listed (paragraph 63). From this field, consumers can access information, service, repair, secondary market and other product related links (paragraph 63).

Claim 1 recites a method of enabling scheduling of a service call in a computing environment, the method comprising “obtaining product information regarding a product from a user of the computing environment; determining, by a first computing unit including a web browser, whether the product is serviced by a manufacturer of the product or a service provider different than the manufacturer; and automatically providing to the user, from whom the product information is obtained, at least one available appointment for scheduling a service call based on the product information and on said determination made by the first computing unit, wherein said automatically providing includes providing without interaction between the user and any other human being, and said automatically providing includes providing based on a determination to display the at least one available appointment within a calendar schedule for scheduling the service call.”

Neither Customer Support System nor Suliman Jr. et al., considered alone or in combination, describe or suggest a method of enabling scheduling of a service call as recited in Claim 1. Specifically, neither Customer Support System nor Suliman Jr. et al., considered alone or in combination, describe or suggest automatically providing to the user, from whom the product information is obtained, at least one available appointment for scheduling a service call based on the product information and on the determination made by the first computing unit, where automatically providing includes providing without interaction between the user and any other human being, and automatically providing includes providing based on a determination to display the at least one available appointment within a calendar schedule for scheduling the service call. Rather, Customer Support System describes providing, by an authorized

Apple service provider, trained technicians ready to troubleshoot and repair a plurality of Apple products. Suliman Jr. et al. describe linking a registration system to a plurality of service organizations that provide maintenance and repair services for consumer products. Suliman Jr. et al. also describe utilizing the provided repair links to service his/her registered products and linking to a repair shop that specializes in a particular product sought to be registered.

Suliman Jr. et al. further describe scheduling, by a customer, to bring the product in for maintenance or repair. Suliman Jr. et al. describe scheduling repairs and maintenance for the registered product with local service organizations at the touch of a button. A description of scheduling repairs and maintenance at the touch of a button does not describe or suggest providing at least one available appointment based on a determination to display the at least one available appointment within a calendar schedule for scheduling the service call. Suliman Jr. et al. also describe accessing information, service, repair, secondary market and other product related links. Accordingly, neither Customer Support System nor Suliman Jr. et al., considered alone or in combination, describe or suggest automatically providing at least one available appointment for scheduling a service call based on the product information and on the determination made by the first computing unit, where automatically providing includes providing based on a determination to display the at least one available appointment within a calendar schedule for scheduling the service call. For the reasons set forth above, Claim 1 is submitted to be patentable over Customer Support System in view of Suliman Jr. et al.

Claims 2-11, 13-18, 73, and 79-81 depend, directly or indirectly, from independent Claim 1. When the recitations of Claims 2-11, 13-18, 73, and 79-81 are considered in combination with the recitations of Claim 1, Applicants submit that dependent Claims 2-11, 13-18, 73, and 79-81 likewise are patentable over Customer Support System in view of Suliman Jr. et al.

Claim 19 recites a method of enabling scheduling of a service call for repair of a home appliance in a computing environment, the method comprising “obtaining product information regarding a product at a first computing unit from input of the

product information by a user at a second computing unit coupled to the first computing unit via a communications network; determining, by the second computing unit including a web browser, whether the product is serviced by a manufacturer of the product or a service provider different than the manufacturer; and automatically providing from the first computing unit to the user that input the product information at the second computing unit at least one available appointment for scheduling a service call based on the product information and based on said determination made by the second computing unit, wherein said automatically providing includes providing without interaction between the user and any other human being, and said automatically providing includes providing based on a determination to display the at least one available appointment within a calendar schedule for scheduling the service call.”

Neither Customer Support System nor Suliman Jr. et al., considered alone or in combination, describe or suggest a method of enabling scheduling of a service call as recited in Claim 19. Specifically, neither Customer Support System nor Suliman Jr. et al., considered alone or in combination, describe or suggest automatically providing from the first computing unit to the user that input the product information at the second computing unit at least one available appointment for scheduling a service call based on the product information and based on the determination made by the second computing unit, where automatically providing includes providing without interaction between the user and any other human being, and automatically providing includes providing based on a determination to display the at least one available appointment within a calendar schedule for scheduling the service call. Rather, Customer Support System describes providing, by an authorized Apple service provider, trained technicians ready to troubleshoot and repair a plurality of Apple products. Suliman Jr. et al. describe linking a registration system to a plurality of service organizations that provide maintenance and repair services for consumer products. Suliman Jr. et al. also describe utilizing the provided repair links to service his/her registered products and linking to a repair shop that specializes in a particular product sought to be registered.

Suliman Jr. et al. further describe scheduling, by a customer, to bring the product in for maintenance or repair. Suliman Jr. et al. describe scheduling repairs and maintenance for the registered product with local service organizations at the touch of a button. A description of scheduling repairs and maintenance at the touch of a button does not describe or suggest automatically providing at least one available appointment based on a determination to display the at least one available appointment within a calendar schedule for scheduling the service call. Suliman Jr. et al. also describe accessing information, service, repair, secondary market and other product related links. Accordingly, neither Customer Support System nor Suliman Jr. et al., considered alone or in combination, describe or suggest automatically providing at least one available appointment for scheduling a service call based on the product information and based on the determination made by the second computing unit, where automatically providing includes providing based on a determination to display the at least one available appointment within a calendar schedule for scheduling the service call. For the reasons set forth above, Claim 19 is submitted to be patentable over Customer Support System in view of Suliman Jr. et al.

Claims 20-27 and 74 depend, directly or indirectly, from independent Claim 19. When the recitations of Claims 20-27 and 74 are considered in combination with the recitations of Claim 19, Applicants submit that dependent Claims 20-27 and 74 likewise are patentable over Customer Support System in view of Suliman Jr. et al.

Claim 28 recites a system for enabling scheduling of a service call in a computing environment, the system comprising “at least one processor adapted to obtain product information regarding a product from a user of the computing environment; and said at least one processor adapted to: determine whether the product is serviced by a manufacturer of the product or a service provider different than the manufacturer; and provide to the user, from whom the product information is obtained, at least one available appointment for scheduling a service call, wherein the at least one available appointment is based on the product information and on the determination made by said at least one processor, and said at least one processor adapted to provide the at least one available appointment based on a determination to

display the at least one available appointment within a calendar schedule for scheduling the service call.”

Neither Customer Support System nor Suliman Jr. et al., considered alone or in combination, describe or suggest a system for enabling scheduling of a service call as recited in Claim 28. Specifically, neither Customer Support System nor Suliman Jr. et al., considered alone or in combination, describe or suggest at least one processor adapted to provide to the user, from whom the product information is obtained, at least one available appointment for scheduling a service call, where the at least one available appointment is based on the product information and on the determination made by the at least one processor, and the at least one processor adapted to provide the at least one available appointment based on a determination to display the at least one available appointment within a calendar schedule for scheduling the service call. Rather, Customer Support System describes providing, by an authorized Apple service provider, trained technicians ready to troubleshoot and repair a plurality of Apple products. Suliman Jr. et al. describe linking a registration system to a plurality of service organizations that provide maintenance and repair services for consumer products. Suliman Jr. et al. also describe utilizing the provided repair links to service his/her registered products and linking to a repair shop that specializes in a particular product sought to be registered.

Suliman Jr. et al. further describe scheduling, by a customer, to bring the product in for maintenance or repair. Suliman Jr. et al. describe scheduling repairs and maintenance for the registered product with local service organizations at the touch of a button. A description of scheduling repairs and maintenance at the touch of a button does not describe or suggest the at least one processor adapted to provide the at least one available appointment based on a determination to display the at least one available appointment within a calendar schedule for scheduling the service call. Suliman Jr. et al. also describe accessing information, service, repair, secondary market and other product related links. Accordingly, neither Customer Support System nor Suliman Jr. et al., considered alone or in combination, describe or suggest at least one processor adapted to provide at least one available appointment for scheduling a service call based on the product information and on the determination,

and the at least one processor adapted to provide the at least one available appointment based on a determination to display the at least one available appointment within a calendar schedule for scheduling the service call. For the reasons set forth above, Claim 28 is submitted to be patentable over Customer Support System in view of Suliman Jr. et al.

Claims 29-38, 40-45, and 75 depend, directly or indirectly, from independent Claim 28. When the recitations of Claims 29-38, 40-45, and 75 are considered in combination with the recitations of Claim 28, Applicants submit that dependent Claims 29-38, 40-45, and 75 likewise are patentable over Customer Support System in view of Suliman Jr. et al.

Claim 46 recites a system for enabling scheduling of a service call for repair of a home appliance in a computing environment, the system comprising “means for obtaining product information regarding a product at a first computing unit from input of the product information by the user at a second computing unit coupled to the first computing unit via a communications network, wherein said first computing unit includes a web browser, is configured to determine whether the product is serviced by a manufacturer of the product or a service provider different than the manufacturer; and means for providing from the first computing unit to the user that input the product information at the second computing unit at least one available appointment for scheduling a service call based on the product information and the determination made by said first computing unit, wherein the means for providing provides without interaction between the user and any other human being, and said means for providing provides the at least one available appointment based on a determination to display to the user the at least one available appointment within a calendar schedule for scheduling the service call.”

Neither Customer Support System nor Suliman Jr. et al., considered alone or in combination, describe or suggest a system for enabling scheduling of a service call as recited in Claim 46. Specifically, neither Customer Support System nor Suliman Jr. et al., considered alone or in combination, describe or suggest means for providing from the first computing unit to the user that input the product information at the

second computing unit at least one available appointment for scheduling a service call based on the product information and the determination made by the first computing unit, where the means for providing provides without interaction between the user and any other human being, and the means for providing provides the at least one available appointment based on a determination to display to the user the at least one available appointment within a calendar schedule for scheduling the service call. Rather, Customer Support System describes providing, by an authorized Apple service provider, trained technicians ready to troubleshoot and repair a plurality of Apple products. Suliman Jr. et al. describe linking a registration system to a plurality of service organizations that provide maintenance and repair services for consumer products. Suliman Jr. et al. also describe utilizing the provided repair links to service his/her registered products and linking to a repair shop that specializes in a particular product sought to be registered.

Suliman Jr. et al. further describe scheduling, by a customer, to bring the product in for maintenance or repair. Suliman Jr. et al. describe scheduling repairs and maintenance for the registered product with local service organizations at the touch of a button. A description of scheduling repairs and maintenance at the touch of a button does not describe or suggest means for providing provides the at least one available appointment based on a determination to display to the user the at least one available appointment within a calendar schedule for scheduling the service call. Suliman Jr. et al. also describe accessing information, service, repair, secondary market and other product related links. Accordingly, neither Customer Support System nor Suliman Jr. et al., considered alone or in combination, describe or suggest means for providing from the first computing unit at least one available appointment for scheduling a service call based on the product information and the determination made by the first computing unit, where the means for providing provides the at least one available appointment based on a determination to display to the user the at least one available appointment within a calendar schedule for scheduling the service call. For the reasons set forth above, Claim 46 is submitted to be patentable over Customer Support System in view of Suliman Jr. et al.



Claims 47-54 depend, directly or indirectly, from independent Claim 46. When the recitations of Claims 47-54 are considered in combination with the recitations of Claim 46, Applicants submit that dependent Claims 47-54 likewise are patentable over Customer Support System in view of Suliman Jr. et al.

Claim 55 recites at least one program storage device readable by a machine, tangibly embodying at least one program of instructions executable by the machine to perform a method of enabling scheduling a service call, the method comprising “obtaining product information regarding a product from a user; determining, by the machine, whether the product is serviced by a manufacturer of the product or a service provider different than the manufacturer; and automatically providing to the user, from whom the product information is obtained, at least one available appointment for scheduling a service call based on the product information and said determination made by the machine, wherein said automatically providing includes providing without interaction between the user and any other human being, and said automatically providing includes providing based on a determination to display the at least one available appointment within a calendar schedule for scheduling the service call.”

Neither Customer Support System nor Suliman Jr. et al., considered alone or in combination, describe or suggest a method of enabling scheduling a service call as recited in Claim 55. Specifically, neither Customer Support System nor Suliman Jr. et al., considered alone or in combination, describe or suggest automatically providing to the user, from whom the product information is obtained, at least one available appointment for scheduling a service call based on the product information and the determination made by the machine, where automatically providing includes providing without interaction between the user and any other human being, and automatically providing including providing based on a determination to display the at least one available appointment within a calendar schedule for scheduling the service call. Rather, Customer Support System describes providing, by an authorized Apple service provider, trained technicians ready to troubleshoot and repair a plurality of Apple products. Suliman Jr. et al. describe linking a registration system to a plurality of service organizations that provide maintenance and repair services for

consumer products. Suliman Jr. et al. also describe utilizing the provided repair links to service his/her registered products and linking to a repair shop that specializes in a particular product sought to be registered.

Suliman Jr. et al. further describe scheduling, by a customer, to bring the product in for maintenance or repair. Suliman Jr. et al. describe scheduling repairs and maintenance for the registered product with local service organizations at the touch of a button. A description of scheduling repairs and maintenance at the touch of a button does not describe or suggest automatically providing at least one available appointment based on a determination to display the at least one available appointment within a calendar schedule for scheduling the service call. Suliman Jr. et al. also describe accessing information, service, repair, secondary market and other product related links. Accordingly, neither Customer Support System nor Suliman Jr. et al., considered alone or in combination, describe or suggest automatically providing at least one available appointment for scheduling a service call based on the product information and the determination made by the machine, where automatically providing includes providing based on a determination to display the at least one available appointment within a calendar schedule for scheduling the service call. For the reasons set forth above, Claim 55 is submitted to be patentable over Customer Support System in view of Suliman Jr. et al.

Claims 56-63 depend, directly or indirectly, from independent Claim 55. When the recitations of Claims 56-63 are considered in combination with the recitations of Claim 55, Applicants submit that dependent Claims 56-63 likewise is patentable over Customer Support System in view of Suliman Jr. et al.

Claim 64 recites an article of manufacture comprising “at least one computer usable medium having computer readable program code means embodied therein for causing a scheduling of a service call for repair of a home appliance, the computer readable program code means in said article of manufacture comprising: computer readable program code means for causing a computer to obtain product information regarding a product at a first computing unit from input of the product information by the user at a second computing unit coupled to the first computing unit via a

communications network; computer readable program code means for causing a computer to determine whether the product is serviced by a manufacturer of the product or a service provider different than the manufacturer; and computer readable program code means for causing a computer to provide from the first computing unit to the user that input the product information at the second computing unit at least one available appointment for scheduling a service call based on the product information and the determination made by the computer readable program code means for causing a computer to determine whether the product is serviced by the manufacturer of the product or the service provider different than the manufacturer, and said computer readable program code means for causing a computer to provide the at least one available appointment causes a computer to provide the at least one available appointment based on a determination to display the at least one available appointment within a calendar schedule for scheduling the service call.”

Neither Customer Support System nor Suliman Jr. et al., considered alone or in combination, describe or suggest an article of manufacture as recited in Claim 64. Specifically, neither Customer Support System nor Suliman Jr. et al., considered alone or in combination, describe or suggest computer readable program code means for causing a computer to provide from the first computing unit to the user that input the product information at the second computing unit at least one available appointment for scheduling a service call based on the product information and the determination made by the computer readable program code means for causing a computer to determine whether the product is serviced by the manufacturer of the product or the service provider different than the manufacturer, and the computer readable program code means for causing a computer to provide the at least one available appointment causes a computer to provide the at least one available appointment based on a determination to display the at least one available appointment within a calendar schedule for scheduling the service call. Rather, Customer Support System describes providing, by an authorized Apple service provider, trained technicians ready to troubleshoot and repair a plurality of Apple products. Suliman Jr. et al. describe linking a registration system to a plurality of service organizations that provide maintenance and repair services for consumer

products. Suliman Jr. et al. also describe utilizing the provided repair links to service his/her registered products and linking to a repair shop that specializes in a particular product sought to be registered.

Suliman Jr. et al. further describe scheduling, by a customer, to bring the product in for maintenance or repair. Suliman Jr. et al. describe scheduling repairs and maintenance for the registered product with local service organizations at the touch of a button. A description of scheduling repairs and maintenance at the touch of a button does not describe or suggest computer readable program code means for causing a computer to provide the at least one available appointment based on a determination to display the at least one available appointment within a calendar schedule for scheduling the service call. Suliman Jr. et al. also describe accessing information, service, repair, secondary market and other product related links. Accordingly, neither Customer Support System nor Suliman Jr. et al., considered alone or in combination, describe or suggest computer readable program code means for causing a computer to provide from the first computing unit at least one available appointment for scheduling a service call based on the product information and the determination made by the computer readable program code means for causing, and the computer readable program code means for causing a computer to provide the at least one available appointment causes a computer to provide the at least one available appointment based on a determination to display the at least one available appointment within a calendar schedule for scheduling the service call. For the reasons set forth above, Claim 64 is submitted to be patentable over Customer Support System in view of Suliman Jr. et al.

Claims 65-72 depend, directly or indirectly, from independent Claim 64. When the recitations of Claims 65-72 are considered in combination with the recitations of Claim 64, Applicants submit that dependent Claims 65-72 likewise is patentable over Customer Support System in view of Suliman Jr. et al.

For the reasons set forth above, Applicants respectfully request that the Section 103 rejection of Claims 1-11, 13-38, 40-75, and 79-81 be withdrawn.

Moreover, Applicants respectfully submit that the Section 103 rejection of Claims 1-11, 13-38, 40-75, and 79-81 is not a proper rejection. As is well established, obviousness cannot be established by combining the teachings of the cited art to produce the claimed invention, absent some teaching, suggestion, or incentive supporting the combination. Neither Customer Support System nor Suliman Jr. et al., considered alone or in combination, describe or suggest the claimed combination. Furthermore, in contrast to the assertion within the Office Action, Applicants respectfully submit that it would not be obvious to one skilled in the art to combine Customer Support System with Suliman Jr. et al. because there is no motivation to combine the references suggested in the cited art itself.

As the Federal Circuit has recognized, obviousness is not established merely by combining references having different individual elements of pending claims. *Ex parte Levengood*, 28 U.S.P.Q.2d 1300 (Bd. Pat. App. & Inter. 1993). MPEP 2143.01. Rather, there must be some suggestion, outside of Applicants' disclosure, in the prior art to combine such references, and a reasonable expectation of success must be both found in the prior art, and not based on Applicants' disclosure. *In re Vaeck*, 20 U.S.P.Q.2d 1436 (Fed. Cir. 1991). In the present case, neither a suggestion or motivation to combine the prior art disclosures, nor any reasonable expectation of success has been shown.

Furthermore, it is impermissible to use the claimed invention as an instruction manual or "template" to piece together the teachings of the cited art so that the claimed invention is rendered obvious. Specifically, one cannot use hindsight reconstruction to pick and choose among isolated disclosures in the art to deprecate the claimed invention. Further, it is impermissible to pick and choose from any one reference only so much of it as will support a given position, to the exclusion of other parts necessary to the full appreciation of what such reference fairly suggests to one of ordinary skill in the art. The present Section 103 rejection is based on a combination of teachings selected from multiple patents in an attempt to arrive at the claimed invention. Specifically, Customer Support System teaches providing, by an authorized Apple service provider, trained technicians ready to troubleshoot and repair a plurality of Apple products. Suliman Jr. et al. teach linking a registration

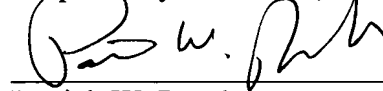
system to a plurality of service organizations that provide maintenance and repair services for consumer products. Suliman Jr. et al. also teach utilizing the provided repair links to service his/her registered products and linking to a repair shop that specializes in a particular product sought to be registered. Suliman Jr. et al. further teach scheduling, by a customer, to bring the product in for maintenance or repair. Suliman Jr. et al. teach scheduling repairs and maintenance for the registered product with local service organizations at the touch of a button. Suliman Jr. et al. also teach accessing information, service, repair, secondary market and other product related links. Since there is no teaching nor suggestion in the cited art for the combination, the Section 103 rejection appears to be based on a hindsight reconstruction in which isolated disclosures have been picked and chosen in an attempt to deprecate the present invention. Of course, such a combination is impermissible, and for this reason alone, Applicants request that the Section 103 rejections of Claims 1-11, 13-38, 40-75, and 79-81 be withdrawn.

For at least the reasons set forth above, Applicants respectfully request that the rejections of Claims 1-11, 13-38, 40-75, and 79-81 under 35 U.S.C. 103(a) be withdrawn.

Newly added Claims 82-85 depend from independent Claim 1, which is submitted to be in condition for allowance and is patentable over the cited art. For at least the reasons set forth above, Applicants respectfully submit that Claims 82-85 are also patentable over the cited art.

In view of the foregoing remarks, this application is believed to be in condition for allowance. Reconsideration and favorable action is respectfully solicited.

Respectfully Submitted,



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Patrick W. Rasche  
Registration No.: 37,916  
ARMSTRONG TEASDALE LLP  
One Metropolitan Square, Suite 2600  
St. Louis, Missouri 63102-2740  
(314) 621-5070